



POOL PASS FAQ'S



CITY OF
**EAU
CLAIRE**
Recreation Division

WHEN CAN I PURCHASE A POOL MEMBERSHIP?

2023 Pool Passes are available for purchase starting on Thursday, December 1, 2022.

WHEN WILL THE HOLIDAY SALE END?

The Holiday Sale will start on Thursday, December 1 - Friday, March 31. Starting April 1, all passes will be full price for the remainder of the pool season.

CAN I PURCHASE A PASS FOR ANOTHER FAMILY?

If you're wanting to purchase a pass for another family, please call our Recreation Administrative Office for more details on how to do so.

CAN I USE MY OLD TAGS FOR MY POOL PASS?

No, all patrons are receiving new tags this year. Old tags will not be accepted for admission. All new tags will be issued to your membership. Please pick up your tags at the Recreation Administrative Office anytime Monday-Friday from 8am-5pm.

WILL YOU SELL ANY POOL PASSES OVER THE PHONE?

We will not accept any memberships purchased over the phone. All memberships will have to be purchased either online or in-person at our Recreation Administrative Office anytime Monday-Friday from 8am-5pm.

WHO CAN BE ON MY PASS?

Only patrons that live under the same household will be allowed on your family pass. No patron outside your household is allowed on your family pool pass. All accounts are checked daily. Up to two adults (18+) per family pass.

WHAT'S THE DIFFERENCE BETWEEN A RESIDENT & NON-RESIDENT?

In order to receive the resident fee, you must live within the City of Eau Claire City Boundaries. If you live within a Township or a different City, you have to pay the non-resident fee. All addresses are checked for residency vs. non-residency in our software system.

WHY ISN'T THE CORRECT MEMBERSHIP FEE SHOWING WHEN I CLICK ON THE PACKAGE?

The correct Membership Fee will appear once you add the Membership to your cart.

I CAN'T SEE MEMBERSHIPS ON MY DEVICE?

If you're having trouble viewing memberships, go to the three side bars on the ActiveNet customer side. Scroll down and click on "View Full Site". Now you're able to view memberships.

WILL THERE BE SUPER PASSES?

Yes, Super Passes will be available this year. You must purchase a Family Pass in order to obtain a Super Pass. Once you're given one, no replacements are available. Limit 1 Per Family.

PURCHASE AT: <http://activenet.active.com/Eauclaire/>